EFIS U<small>SERS</small> G<small>UIDE</small> P<small>ERTAINING TO</small> S<small>MALL</small> C<small>OMPANY</small> R<small>ATE</small> I<small>NCREASE</small> R<small>EQUESTS</small>

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EFIS USAGE PERTAINING TO INITIAL TRACKING FILES *

* Before tariff revisions are filed and a case is opened, with the Tracking Files identified as follows:

    Gas = QG-200X-XXXX
    Sewer = QS-200X-XXXX
    Steam/Heat = QH-200X-XXXX
    Water = QW-200X-XXXX

OBTAINING INFORMATION REGARDING REQUESTS IN GENERAL

Option 1
Resources
Non-Case Related Query
Enter the Date Range for the Search
Select Small Company
Select Search
<u>What This Gets You</u>: A list including the Tracking Files for the requests submitted by all companies of all industry types during the date range entered, with the list also including similar types of Tracking Files in which submissions were made during the date range entered.

Option 2
Resources
Non-Case Related Query
Enter the Date Range for the Search
Select Small Company
Select Type of Utility and Choose an Industry from the Drop-Down List
Select Search
<u>What This Gets You</u>: A list including the Tracking Files for the requests submitted by all companies in the industry type selected during the date range entered, with the list also including similar types of Tracking Files in which submissions were made during the date range entered.

Option 3
Resources
Non-Case Related Query
Enter the Date Range for the Search
Select Small Company
Select Type of Utility and Choose an Industry from the Drop-Down List
Select Company and Choose a Company Name from the Drop-Down List
Select Search
<u>What This Gets You</u>: A list including the Tracking Files for the requests submitted by the company selected for the industry type selected during the date range entered, with the list also including similar types of Tracking Files in which submissions were made during the date range entered.

NOTES: **(1)** The year part of the tracking number, such as 2005, is the fiscal year during which the subject request was originally submitted to the Commission. **(2)** Clicking on a tracking number will take you to the Tracking Sheet for the selected tracking number. **(3)** The Tracking Files included in the lists produced by these searches are listed in alphabetical and chronological order. **(4)** Leaving the Date Range blank gets you a list of all the subject Tracking Files that are stored in EFIS since the system became operational. However, to do this you must select at least one other search criteria such as Type of Utility or Company.

EFIS USAGE PERTAINING TO INITIAL TRACKING FILES *

* Before tariff revisions are filed and a case is opened, with the Tracking Files identified as follows:

Gas = QG-200X-XXXX
Sewer = QS-200X-XXXX
Steam/Heat = QH-200X-XXXX
Water = QW-200X-XXXX

OBTAINING INFORMATION REGARDING A SPECIFIC REQUEST

Filing/Submission
Non-Case Related Tracking Sheet
Enter the Tracking Number for the Request
Hit the "Enter" Key
<u>What This Gets You</u>: The Tracking Sheet for the request tracking number entered, which includes all the items pertaining to the subject request that have been submitted to EFIS.

EFIS USAGE PERTAINING TO FORMAL RATE CASE FILES *

* After tariff revisions are filed and a case is opened, with the Case Files identified as follows:

Gas = GR-200X-XXXX
Sewer = SR-200X-XXXX
Steam/Heat = HR-200X-XXXX
Water = WR-200X-XXXX

OBTAINING INFORMATION REGARDING A SPECIFIC CASE

Filing/Submission
Docket Sheet
Enter the Case Number
Hit the "Enter" Key
<u>What This Gets You</u>: The Docket Sheet for the case number entered, which includes all the items pertaining to the subject case that have been submitted to EFIS.

<u>**NOTES**</u>: **(1)** Links to the Tracking File for the related small company rate increase request and the Tariff File for the related tariff filing are included on the first page of the docket sheet. **(2)** Clicking on the Tracking File link will take you to the subject Tracking File and clicking on the Tariff File link will take you to the subject Tariff File.

EFIS USAGE PERTAINING TO PUBLIC COMMENTS

OBTAINING INFORMATION REGARDING A SPECIFIC COMPANY

Resources
Non-Case Related Query
Enter the Date Range for the Search
Select Public Comments
Select Type of Utility and Choose the Subject Industry from the Drop-Down List
Select Company and Choose the Subject Company Name from the Drop-Down List
Select Search
What This Gets You: A list including all the Public Comments related to the subject company that were submitted during the date range entered, assuming that the public comments forms include the name of the company.

OBTAINING INFORMATION REGARDING A SPECIFIC REQUEST

Resources
Non-Case Related Query
Select Date Range
Select Public Comments
Select Case/Tracking Number
Enter the Tracking Number for the Request
Select Search
What This Gets You: A list including all the Public Comments related to the subject request that were submitted during the date range entered, assuming that the public comments forms include the tracking number for the subject request.

OBTAINING INFORMATION REGARDING A SPECIFIC CASE

Resources
Non-Case Related Query
Select Date Range
Select Public Comments
Select Case/Tracking Number
Enter the Case Number for the Case
Select Search
What This Gets You: A list including all the Public Comments related to the subject case that were submitted during the date range entered, assuming that the public comments forms include the case number for the subject case.

NOTES: **(1)** Clicking on the tracking number for an entry in the list provided by the search will take you to the selected Public Comments form. **(2)** The Public Comments included in the lists produced by these searches are listed in chronological order. **(3)** Leaving the Date Range blank gets you a list of all the subject Public Comments that are stored in EFIS since the system became operational. However, to do this you must select at least one other search criteria such as Type of Utility or Company.

EFIS USAGE PERTAINING TO COMPLAINTS & INQUIRIES

OBTAINING INFORMATION REGARDING A SPECIFIC COMPANY

Complaints
Resources
Consumer Quality
Complaint/Inquiry
Select Date Range
Select Complaint
Select Type of Utility and Choose the Subject Industry from the Drop-Down List
Select Company and Choose the Subject Company Name from the Drop-Down List
Select Search
What This Gets You: A list including all the Complaints related to the subject company that were submitted during the date range entered.

Inquiries
Resources
Consumer Quality
Complaint/Inquiry
Select Date Range
Select Inquiries
Select Type of Utility and Choose the Subject Industry from the Drop-Down List
Select Company and Choose the Subject Company Name from the Drop-Down List
Select Search
What This Gets You: A list including all the Inquiries related to the subject company that were submitted during the date range entered.

NOTES: **(1)** Except as noted in note (2), clicking on the tracking number for an entry will take you to the selected Complaint or Inquiry form. **(2)** Tracking numbers that are black and not underlined represent "Quick Hits" that were entered into the system and are not linked to a document. **(3)** The Complaints or Inquiries included in the lists produced by these searches are listed in chronological order. **(4)** Leaving the Date Range blank gets you a list of all the subject Complaints or Inquiries that are stored in EFIS since the system became operational. However, to do this you must select at least one other search criteria such as Type of Utility or Company.